



## **Office Systems Analyst - Vacancy in Information Management Division Business Analysis (Business Analyst)**

### **Vacancy Information:**

Under limited supervision, Office Systems Analyst – Business Analyst for the City of Long Beach, Harbor Department (aka Port of Long Beach) is a member of the Business Analyst Team and serves as a liaison between the division and the Port's business divisions, completes business cases in support of department projects, participates in or facilitates business process modeling and research efforts, acts as an internal consultant, prepares business case studies, writes and reviews project documents and leads process improvement efforts.

- Analyzes business processes and system functional requirements across all divisions at the Port.
- Analyzes application software and systems, defines problems, identifies possible solutions and coordinates resolutions through internal or external resources.
- Leads the installation, configuration and maintenance of complex enterprise software applications in support of business process improvement.
- Works with the Network Operations Center staff to define backup, recovery and security procedures for critical business applications.
- Develops, maintains and/or updates application standards and documentation.
- Works with the business and other sections of IM to create and manage Operational Level Agreements (OLA) and Service Level Agreements (SLA).
- Interfaces with users to complete Requests for Change (RFC) to improve and/or automate business process.
- Interacts with 3rd party consultants and contractors.
- Ability to build and manage strong teams (includes project teams, informal or ad-hoc teams and contractors) that execute the IM mission.
- Uses best practices for scope and schedule management, management of issues and risks, and delivery of projects to expected quality and within budget.
- Performs other related duties as required.

### **Desired Qualifications**

In addition to the requirements to file listed in the job opportunity bulletin, the Port of Long Beach is seeking a candidate with the ability to work under pressure and tight deadlines; ability to manage numerous diverse projects and priorities simultaneously; Project Management Professional (PMP) Documentum certifications and training, Certified ScrumMaster (CSM) , and Information Technology Infrastructure Library (ITIL) Foundation certifications are desirable.

**EQUAL OPPORTUNITY EMPLOYER:** If a special accommodation is desired, or if you would like to request this information in an alternative format, please call Civil Service Department at (562) 570-6202.